

Service Delivery – Availability Management

DEFINITION

Availability Management Definition - Availability Management allows organizations to sustain the IT service availability in order to support the business at a justifiable cost. The high-level activities are realize availability requirements, compile availability plan, monitor availability, and monitor maintenance obligations. Availability is the ability of an IT component to perform at an agreed level over a period of time.

GOALS

- *To understand the availability requirements of the business and to predict, plan measure, monitor and continuously strive to improve the availability of the IT infrastructure and services
- *To enable the business to satisfy its objectives by optimizing the capability of the IT infrastructure to deliver a cost effective and sustained level of availability

BENEFITS

- *Single focus for Availability issues
- *IT services are designed to meet business requirements
- * IT availability linked to service availability requirements
- *Levels of IT availability provided are cost justified
- *Shortfalls in Availability are recognized and appropriate corrective actions are identified and implemented
- *Frequency of IT failures is reduced

PROCESS ACTIVITIES

- *Determining Customer availability requirements
 - *Vital business functions (VBF) supported
 - *Required Service Hours
- *Designing for availability
 - *Specify the availability requirements of service components
 - *Provide system management requirements
- *Understanding and improving the infrastructure
 - *Risk analysis and management
 - *Improving design, use fault tolerant technology
- *Designing for recovery and major Incident management
 - *Effective escalation procedures

KEY PERFORMANCE INDICATORS

- *Percentage reduction in unavailability of services and components
- *Percentage increase in reliability of service and components
- *Percentage reduction in the cost of availability
- *Mean Time To Repair (MTTR)
- *Mean Time Between Service Incidents (MTBSI)
- *Mean Time Between Failures (MTBF)

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TOOL REQUIREMENT CONSIDERATIONS

- | | |
|--|---|
| *Component Failure Impact Analysis (CFIA) capability | *Management Reporting |
| *Fault Tree Analysis (FTA) capability | *Developing basic IT availability measurement and reporting |
| *Risk Analysis/Risk Management capability | *Facilitates the monitoring and calculation of end-to-end IT service availability |
| *Service Outage Analysis (SOA) capability | *Availability data is stored and made easily accessible |
| *Expanded Incident Lifecycle capability | *Is able to set automated thresholds and raise alerts for availability thresholds |
| *Technical Observation Post (TOP) capability | *Is able to calculate and present availability |

POSSIBLE COSTS

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| *Base technology and service provision |
| *Efficient service and system management |
| *Solutions with more resilience |

REVIEW DATES

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|-----------------------------------|
| *Date Last Reviewed: January 2008 |
| *Next Review Date: January 2009 |

KEY INTERACTIONS WITH OTHER DOMAINS

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| *Security – Advises Availability Management on all issues of confidentiality, integrity, and availability. |
| *Business Continuity – Business Continuity and Availability Management team together to practice backing up and restoring data. |
| *Knowledge Management – Availability Management processes, procedures and lessons learned should be stored in Knowledge Management database. |
| *Availability Management provides critical support for all other domains and disciplines. |

REFERENCE

For More Information: http://www.best-management-practice.com/bookstore.asp?FO=1230360
